

# COMMUNITY ACTION PARTNERSHIP OF SAN BERNARDINO COUNTY



***"Helping People. Changing Lives."***

Community Action Partnership  
of San Bernardino County

**Annual Report 2003-2004**



# ABOUT CAPSBC

Community Action Partnership of San Bernardino County (CAPSBC) is in its 39th year of developing and implementing programs that address the most serious needs of low-income residents in San Bernardino County, the largest County in the continental United States.

Formerly known as the Community Services Department, CAPSBC was established in 1965 as a result of the Economic Opportunity Act (EOA) of 1964. The EOA was signed into law by President Lyndon B. Johnson to support his declaration of an unconditional "War on Poverty."

CAPSBC is a private non-profit public benefit corporation with a 501(c) 3 status, while retaining the "Community Action Agency" designation for San Bernardino County by the State of California. CAPSBC is one of the 1,000 Community Action Agencies nationwide dedicated to assisting low-income individuals and families to become stable and self-reliant.

Today, CAPSBC continues to put into action the realization of its mission of "assisting low-income individuals and families to achieve economic self-sufficiency." CAPSBC provides direct services to over 800,000 low-income families, individuals, elderly, and homeless; and delivering services to 78 cities and communities of San Bernardino County. The current programs include: Family Development, Energy Conservation/Weatherization, Nutrition for Seniors, Food Bank, Homeless Coalition, and Food Stamp Employment and Training.

CAPSBC's funding is a combination of Federal, State, Public and Private. Our primary grant is the Federal Community Services Block Grant (CSBG), which is administered through the State Department of Community Services and Development.

## THE PROMISE


Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

# Chairman's Message

## Michael J. Gallo



*"We expect some changes to occur in ensuring that we maintain the greatest efficiency and impact on program development and delivery"*

 On behalf of the Community Action Board and our staff, I am pleased to present the 2003-2004 Annual Report of Community Action Partnership of San Bernardino County (CAPSBC). The report highlights the many challenges and successes that have made a positive difference in the lives of the less fortunate in San Bernardino County.

CAPSBC is proud to have chartered the long journey towards becoming a private, non-profit, public benefit corporation and one of the 1,000 Community Action Agencies across the United States dedicated to assisting low-income individuals and families to become stable and self-reliant. Over 800,000 clients were provided with varying levels of services-from emergency assistance, case management, housing, education, skills training and job placement.

We are on track with the CAPSBC Strategic Planning and excited about the various activities that were conducted to gather valuable input from the community. The information we have assembled has validated that our focus on affordable housing, employment and job training, emergency assistance, transportation and homeless issues remain of critical importance to the poor within San Bernardino County.

We look forward to the completion of this process towards the end of the year and the identification of our strategic priorities. We expect some changes to occur in ensuring that we maintain the greatest efficiency and impact on program development and delivery. The Community Action Board will be strengthened to include participants from elected officials and actively engage each member in building the capabilities of our organization. Our programs and services will also be reviewed and assessed to meet the critical and growing needs of low-income clients towards achieving self-sufficiency.

We will strengthen the significant partnerships we have established in the community and forge new alliances with the business, education, media and non-profit sectors. We will monitor the emerging trends, assess the changing economic and social climate, and identify new resources.

These positive changes are necessary to advance the mission of CAPSBC in promoting self-sufficiency. An outcome measurement process will be implemented to evaluate program performance, communicate the outcomes to clients, staff and stakeholders, as well as to develop strategies that address related community issues.

We recognize that we have a great task ahead of us and there will be many challenges along the way, yet I know that we will remain diligent and joyous as we continue to serve our community. I am confident that we will meet these challenges through the continued support of our community partners and supporters, the media, CAPSBC leadership, our hardworking staff, and the network of committed volunteers who have been with us in serving the low-income residents of San Bernardino County for the last 39 years.

To all of you, our deepest appreciation for your continued partnership as we fight the war on poverty and strive to improve the lives of the less fortunate members of our community. I am proud to be associated with the CAPSBC family and I thank each and every one of you for your dedicated service and commitment.





# Executive Director's Message

## Patricia L. Nickols

*"We at CAPSBC believe that although poverty exists, it does not have to be a way of life."*

Poverty levels in the last decade have been rising sharply. In San Bernardino County, 263,412 individuals or 15.8% of the entire population are living in poverty, a 24.4% increase from the 1990 Census. The condition of poverty is complex and should not be thought of as a simple problem with a simple solution.

This year, Community Action Partnership of San Bernardino County celebrates 39 years of service to the community. Fiscal year 2003/2004 has brought many challenges and opportunities for CAPSBC. Our transition from a public agency to a private non-profit public benefit corporation will enable us to leverage additional resources to expand and enhance our services. Our strategic planning process has received valuable input from our clients, stakeholders, staff and community leaders through various activities and strategies. We look forward to the completion of this process by the end of 2004. The Strategic Plan will help us to identify new opportunities to pursue and redefine our priorities for 2005 and beyond.

We will continue to expand our horizons and open new partnerships with public and private sectors, education and media, community-based and faith-based organizations. We have partnered with Community Action Partnership of Riverside County to implement the Individual Development Account (IDA) Program in San Bernardino County, a high impact program that will assist the working poor in achieving their goals of owning a house, starting a business or going back to school. Our weatherization and energy conservation program, recognized as one of the best programs in California, has entered the world of advanced technology with Global Positioning Satellite Comet Tracking. This system captures actual time on truck inventory used per job and will facilitate serving more clients.

On behalf of San Bernardino County, CAPSBC submitted a total of \$8.6 million proposal to the annual Consolidated Application to HUD for the Continuum of Care Homeless Assistance Funding. For the past 10 years, CAPSBC has been instrumental in bringing over \$23 million to fund various programs to assist the homeless.

CAPSBC commissioned Applied Survey Research to conduct the first comprehensive and systematic Homeless Census and Survey of San Bernardino County. The findings are an eye-opener and have educated our local officials on the plight of the homeless. The survey has generated valuable data and information on the issue of homelessness.

We at CAPSBC believe that although poverty exists, it does not have to be a way of life. We will continue to address the causes of poverty rather than just treating them, and begin the path to make long-term differences in people's lives. We acknowledge the ability of every person to change for the better by providing the tools and the opportunity towards self-sufficiency.

# CAPSBC Strategic Planning

*"Strategic Planning helps an organization to be responsive to a dynamic, changing environment. It stresses the importance of making decisions that will ensure the organization's ability to successfully respond to changes in the environment.."*

The Community Action Partnership of San Bernardino County (CAPSBC) is currently undergoing a Strategic Planning process that will guide the organization for the next five years. CAPSBC is embarking on this laborious process for the first time in 30 years. The Strategic Planning process includes various methods of soliciting community input and involvement, participation from our staff, clients and stakeholders. Each method was designed to be inclusive, respecting the geographic, ethnic and cultural diversity of San Bernardino County.

The preparation started in February 2004 and will take more than nine months to complete. Moore, Iacofano Goltsman (MIG) Inc., a consultant firm, has been selected to facilitate and guide CAPSBC through this process.

In view of our major change in organizational structure, the Strategic Planning process will help us identify our strengths, weaknesses, opportunities and threats through an environmental scan of the community we serve. It will also afford us the ability to reaffirm our vision and mission statements, establish strategic priorities with short and long-term goals based on existing needs and resources, results-based outcomes and opportunities to pursue in the future.

A Strategic Planning Advisory Committee (SPAC) was created to provide expertise in the implementation of the CAPSBC Strategic Planning process. The Committee is composed of twenty-five members representing CAPSBC Board members and staff, clients, public and private agencies, faith-based and community-based organizations, business, education and representatives from the Homeless Coalition.

In June 2004, Phase I - The Environmental Scan was completed encompassing the following activities: Stakeholders' Interview, Needs and Opportunities questionnaires, Strengths, Weaknesses, Opportunities and Threats (SWOT) workshops, Staff Values and Opportunities workshop, research and analysis of existing community needs assessment documents, review of best practices, Clients and Partners Focus Groups. Phase II - the Priority Selection and Goal Development began in August and Phase III - the Strategy and Overall Plan Development is from September through December. The draft Environmental Scan Report has been completed.

By December of 2004, CAPSBC will have a clear direction. The Strategic Plan will help us prioritize and maximize our resources to achieve optimal results based on inputs and outcomes. The Strategic Plan is the road map to a new journey towards "achieving self-sufficiency" for the low-income residents of San Bernardino County.



The Environmental Scan was conducted to better understand the context in which CAPSBC is planning and operating. The report included data collection and analysis as well as input from staff, clients and stakeholders. The report summarizes the major themes that emerged from the various environmental scan activities.

This report completes Phase I of the Strategic Planning process and contains four main sections: Assessing the Needs of the Community We Serve, Understanding the Trends in Our Environment; Reflecting on the State of the Organization and Shaping Our Priorities.



# CAPSBC in the News

## THE PRESS-ENTERPRISE

SAN BERNARDINO COUNTY EDITION  
INLAND SOUTHERN CALIFORNIA'S NEWSPAPER

September 26, 2003

### Forum tackles homeless problem

ISSUE: Advocates and officials discuss and make plans based on a recent census.

By MATT SUHRMAN  
THE PRESS-ENTERPRISE

Armed with data from a recently finished census, advocates of the homeless began to develop a

Bernardino, at which they were asked to brainstorm about the resources the county already has and the issues it faces.

The meeting, coming as cities are talking about their homeless problems, San Bernardino officials said they believe that they bear the burden of the county's homeless population as people come to the city for services.

Recently they have

from private housing officials to the task force to be better said the work on reaching



War on Poverty Anniversary C  
SAN BERNARDINO, CA - The Community Action

## THE SUN

San Bernardino County's Newspaper

### Community Action Partnership brings children, Santa together

By MATT BENDER  
Staff Writer

APPLE VALLEY - Jason (Bandy) wanted to see Santa Claus. He and 293 other children

been split into two parties, one in Apple Valley and one in San Bernardino. Many of the kids were wowed by the

prestidigitator of local magician Kevin Thompson. Casey Courie, 6, of Apple Valley said she liked it "when the magician... put two red balls in my hand, and we counted to three, and three balls were in my hand."



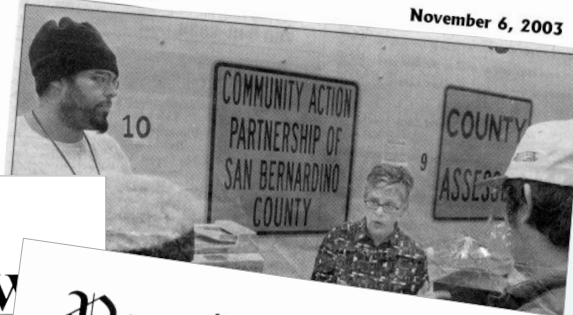
## EL CHICANO

### Thanks Gift of Sight sponsor

Kudos and thanks to the San Bernardino Community Action Partnership for hosting the "Gift

Daily Press

November 6, 2003



## THE SUN

San Bernardino County's Newspaper

Sunday May 23, 2004

### Gathering marks 40th anniversary of America's War on Poverty

By ALAN SCHIEFF  
Staff Writer

the 40th anniversary year of President Johnson's War on Poverty.

## HISPANIC NEWS

INLAND EMPIRE

Empire's only Hispanic-owned English language newspaper. San Bernardino • Riverside • Colton • Rialto • Fontana • Moreno Valley • Corona • Bloomington • Rancho Cucamonga • Highland • R

## Precinct Reporter

Your Resource for Over 35 Years  
prgroupnews@aol.com

January 8, 2004

### S.B. County Children Receive the Gift of Sight

San Bernardino — The Community Action Partnership of San Bernardino County (CAPSBC) in cooperation with the LensCrafters Foundation Vision Van and the Los Angeles Eye Institute will sponsor "The Gift of Sight" to provide free eye exams and new glasses to the needy children in San Bernardino County. The van will be located at the Fairgrounds, on January 12-16.

## Fontana HERALD NEWS

### Rowl-A-Thon to fight poverty

## Los Angeles Times

INLAND EMPIRE EDITION

### Getting Home for Children to Stay

A nonprofit provides money and other help to San Bernardino County residents, even taking some poor youngsters shopping for clothes.

By HOO MAH  
Times Staff Writer

CHARLES

### Barstow's homeless

By JOHN GALAYDA  
Staff Writer

BARSTOW — James Rimberr is seeing the world a little differently now.

"I've needed glasses for about six months, and now I can see a lot better," Rimberr said Saturday as he left the second annual "Caring and Sharing" Homeless Care Fair.

Rimberr was just one of many to receive free eye-glasses at the fair, which was held on the Barstow Community College campus.

Roughly 300 homeless and needy families attended the fair. Michelle Brendt, the interim director of the Desert Manna Ministries, said.

The event, which is coordinated by Community Action Partnership of San Bernardino County and High Desert Community Coalitions, provided the homeless and needy with everything from haircuts to flu shots.

Cynthia Barker, director of the Oasis Counseling Center's Bonding Center, said the fair provides more than temporary relief for the homeless and needy.

## Desert Dispatch

FOUNDED IN 1910

Serving the communities of Barstow, Daguerre, Fort Irwin, Hinkley, Lenwood, Newberry Springs, Yermo

### Needy people's input sought

County to tell residents what they can help

Meeting

What: Public hearing

Who: Income people

the county's First District is in Joshua Tree. The Community Services Department offers a variety of assistance to needy people, such as emergency hotel

## The Black Voice News

Thursday September 25, 2003

### Community Services Dept. Is Now Community Action Partnership

SAN BERNARDINO, CA: Director Patricia Nickols has announced the new name for San Bernardino County's Community Services Dept. is Community Action Partnership of San Bernardino County. The organization is a non-profit, public benefit corporation with the mission: "To end poverty, empower low-income communities, while 'helping people' and changing lives. Located at 686 E. Mill St. in San Bernardino, call (909) 891-9080 for more information, or go to [www.sbcounty.gov/csd](http://www.sbcounty.gov/csd).

## THE SUN

San Bernardino County's Newspaper

### HOMELESS



Patricia L. Nickols

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Several doctors

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San Bernardino

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# Family Self-Sufficiency and Stability

Community Action Partnership of San Bernadino County (CAPSBC) provides an integrated range of services for low-income clients as they progress towards self-sufficiency. Low-income clients are provided with the opportunity to improve the quality of life for themselves and their children, whether they are living in-crisis, vulnerable, stable, or at safe levels.

Through CAPSBC's Family Development Program (FDP), the development of established partnerships and successful outcomes in the areas of education, employment and vocational training, long-term achievement are part of a general self-sufficiency strategy to break the cycle of poverty.

Currently, there are 240 case managed clients representative of children and families enrolled in various CAPSBC case management programs. As part of the case management plans, barriers that block a clients' progressive movement up the Family Development matrix are monitored and addressed. Our case



LA Times Above and Beyond Awards 2004 (left, Lordes)

Lordes Davis and her two siblings were assisted back into school through the Education First Program while her family was addressing the barriers of homelessness. From living in shelters to health problems of family members, Lordes has achieved academic excellence from D grades to straight A's. She is very active in her community volunteering with her church youth group for evangelistic outreach to help youth by promoting positive lifestyles and future goal setting. Lordes was awarded the 2004 Los Angeles Times "Above and Beyond Award in the Classroom" for San Bernardino County.

## Fast Facts

Case Managed Clients	240
Education First Program	
Students Enrolled	212
Families Assisted	50
Youth Development	
Summer Camp	67
Educational Trips	21
Children's Christmas	794
Gift of Sight	700

managers identify significant barriers that prevent clients from changing their behavioral and economic conditions thereby causing instability. Some of these



Obershaw House front view

factors are attributed to a high rate of family displacement due to evictions, lack of adequate income and the ability to identify affordable housing.

Approximately 65% of our case-managed clients had significant housing problems. Other barriers include unemployment, lack of job skills, emotional instability, and credit problems. Clients are provided with rental assistance, vocational and educational training, life skills, and consumer counseling. CAPSBC's case management program is based upon the philosophy of removing obstacles and solving



*"CAPSBC's self-sufficiency strategy is to empower families to set and work toward attainable goals, while providing them with the tools they need."*

problems that block the achievement of self-sufficiency.

CAPSBC's Obershaw House is a transitional housing program that meets a client's immediate need for shelter. This program helps homeless and low-income case managed clients pursue careers, education and job training in a stabilized living environment. The ultimate goal of the Obershaw House is for families to become stable and eventually transition into permanent housing, living on their own.

In 2003-2004, a total of 14 families have successfully completed their case management plans and have transitioned to "safe" and "thriving" outcome levels. One of the clients who achieved success was a client who had just been released from prison, separated from her husband, unemployed and homeless. She has three children ages 10, 13, and 15. The primary source of income for this family was Social Security Insurance and survivor's benefits. After enrolling in the CAPSBC's case management program, the client partially completed a Real Estate Certification program at San Bernardino Valley College and is continuing to pursue her educational goals in order to increase her career options. CAPSBC also provided her with rental and utility assistance. She has achieved her housing goal, increased her level of self-determination, and acquired skills that will help her achieve employment.

CAPSBC also believes that obtaining adequate education and improving literacy skills for the low-income provides them with the opportunity to achieve their goals. CAPSBC's Education First Program provides a holistic approach to children in homeless situations and once successful, returns them to their school of origin. For fiscal year 2003-2004, the Education First Program assisted 50 families and enrolled a total of 212 children. The program also provides the participants with transportation assistance, clothing, food, school enrollment, and addresses other barriers such as family violence and drug use, which keep homeless children from attending school. The Education First Program is a collaborative partnership between CAPSBC, Children's Fund, San Bernardino City Unified



*Samuel Jackson recognized at CAP 40th Anniversary*

Just a few years ago, Samuel Jackson was a single parent, homeless and addicted to drugs. While in the CAPSBC's Education First Program, Samuel and his son Jonathan, 15, worked in coordination with their case manager to develop a positive life changing strategy. This strategy began through the elimination of barriers such as housing and school instability. On May 20, 2004, Samuel received his Substance Abuse Certification from San Bernardino Valley College. Mr. Jackson is now married, off public assistance, has been drug free for three years, is in permanent housing and currently works at a group home in Riverside. His son is looking forward to playing football next year in High School.

School District and Department of Public Health.

In order to stabilize the lives of the homeless and low-income clients, CAPSBC provides them with opportunities to acquire job skills, secure and retain meaningful employment, attend school and engage in other activities promoting the goal of self-sufficiency. Over 900 clients have been provided with assistance through 85 work sites for fiscal year 2003-2004. Clients were provided with direct service assistance including: case management, supportive counseling, employment counseling, job readiness training, pre-employment training, job placement, vocational education programs and GED preparation courses.

CAPSBC's case managers are often recognized as the intervening force to insure that clients have the appropriate resources needed to achieve stability. The common goal for all of these programs is to enable low-income clients to develop outcomes in order to become independent and eventually able to live on their own means. CAPSBC moves families up the ladder of success, one rung at a time.

# Emergency Crisis Intervention

*A*lthough CAPSBC's mission is geared towards self-sufficiency, a prevention strategy is incorporated into its program operations that provides immediate protection for low-income clients who find themselves in emergency or crisis situations.

CAPSBC provides emergency assistance and crisis intervention to approximately 10,000 homeless and low-income clients annually. Clients in need of emergency assistance such as food vouchers, rental assistance, emergency shelter, and other miscellaneous services such as blankets, diapers and baby formula, are provided on a daily basis.

Emergency shelter assistance includes rental



In 1996, Roxanne McKinnie-Jackson came to Community Action Partnership of San County (CAPSBC) for assistance. She had just left an abusive relationship, homeless and in need of basic necessities. Through

CAPSBC's housing program, Roxanne was able to rent an apartment and was also provided with food, clothing, and through the Home Energy Assistance (HEAP) program she was able to pay her utility bills. "If it weren't for the help I got from CAPSBC, Option House, and God, I don't know where I would be right now," Roxanne said.

Roxanne graduated with honors from San Bernardino Valley College with Associate of Art degrees in criminal justice and human services in 2003. She was accepted to Cal-Baptist University with a full scholarship and intends to pursue a Bachelor of Arts degree in criminal justice.

Currently, Roxanne enjoys contributing her time and talents as a participant in the Food Stamp Employment and Training Program (FSET) at Option House providing counseling to women who are facing the same problems she has been able to overcome. She refers about fifty people each month to CAPSBC for various services.

assistance to prevent eviction, and housing resources to low-income families, the homeless, and those at-risk of becoming homeless. Bus passes are given to clients who are in need of transportation assistance for medical appointments, school or job related activities.

Utility bills rise significantly throughout the summer months and many low-income people cannot afford the increased expenses. Clients often resort to paying their immediate expenses such as rent and food and often seek assistance from CAPSBC with their utility bills. Through the CAPSBC's Home Energy Assistance Program (HEAP), low-income clients are provided with one-time assistance with their home



*Emergency Outreach Worker assisting clients*

energy bills, especially during the "peak periods" when the weather is extremely hot and lives are at stake. A total of 4,879 qualified low-income residents countywide were provided with HEAP assistance in the 2003/2004 fiscal year.

The geographic location of San Bernardino County is conducive to extremely high temperatures in the summer. One serious problem that plagues San Bernardino County every year is the onset of fires. This situation often results in the loss of homes and in some circumstances the



*"CAPSBC provides emergency assistance for families in crisis get through the worse of times so they can begin to rebuild their lives."*



HEAP staff assisting clients

entire neighborhood. Families are often displaced and unable to recover financially from these types of catastrophic events. In October of 2003, San Bernardino County experienced one of the worst fire disasters in its history. The California wildfires hit several areas of the county. CAPSBC responded immediately and was one of the lead organizations at the Federal Emergency Local Assistance Center (FELAC).

CAPSBC set up a service booth and assisted over 500 fire victims who were sheltered at the former Norton Air Force Base in San Bernardino. Services provided included food vouchers, bus passes, gasoline cards, clothing gift cards, rental assistance and motel vouchers. Funding for this project was received through a



Fire disaster victims waiting to be assisted



The CAPSBC Weatherization Division signed up the Millar Family of Apple Valley for services under the Department of Energy (DOE) contract. At the time the assessment was being done and data collected, it was discovered that the Millar's wood stove, which was their only source of space heating, leaked smoke into the home. Ms. Millar had a respiratory problem and was on oxygen.

The CAPSBC crews removed the wood stove and installed about 40 feet of gas line and a new propane tank through HEAP. A new space heater was also installed. The Millars were very appreciative and now live a comfortable and healthful life.

\$250,000 grant from the State Department of Community Services and Development (SDCSD). The Fannie Mae Foundation also funded CAPSBC to provide direct services as well as addressing post-recovery needs of fire victims and their families. CAPSBC received an Emergency Response Award from SDCSD for its outstanding accomplishments in serving the community.

Crisis and disaster strike unexpectedly. CAPSBC is ready and able to provide the necessary assistance through its various programs and services. Lives are not merely mended through case management goals alone, but through a combination of strategies addressing immediate needs, changing old behaviors and adopting new skills. It is important to stabilize lives through food assistance, emergency shelter, disaster relief, etc. It is these immediate short-term needs that families initially seek help prior to taking on a

# Food and Nutrition

*F*ood insecurity is based upon households having access to nutritionally balanced and safe foods. The geographical size of San Bernardino County contributes to the problem of food insecurity since many low-income individuals have inadequate transportation. As of January 2004, 129,217 or 6.8% of the population are receiving food stamps.

Community Action Partnership of San Bernardino County (CAPSBC), through its Senior Nutrition Program and the Food Bank has been supplementing the nutritional needs of low-income families and the elderly, whose resources are insufficient to meet the basic nutritional standards. Eating well means achieving or maintaining adequate nutrition that is necessary to improve and maintain health.

In 1974, CAPSBC began the Nutrition for



*Charles Lewis, Food Bank Volunteer*

"I grew up very poor, and God has been very kind to me. After retiring from Kaiser Steel I wanted to give a little something back", said Charles Lewis, who has devoted decades of service to the CAPSBC's goal of feeding the hungry. Mr. Lewis started volunteering at the Food Bank as a warehouse helper in 1985. "Charlie," who is known for his quick wit and enthusiasm, has labored in virtually at every aspect of the Food Bank operations. From sorting and packing donated items, to riding along with drivers to make deliveries to our various churches and charities, Charlie has always been eager to jump in and lend a hand. CAPSBC recognized him for his volunteer service to the community.

Seniors (NFS) Program to serve and deliver nutritionally balanced meals to seniors age 60 and over, and help improve their overall well-being. Today, NFS continues to serve



*Left, NFS driver delivering hot meals. Right, Yucaipa kitchen cooks*

374,000 meals annually to over 1,300 seniors in twelve congregate dining rooms and 900 Meals on Wheels participants with a home-delivered hot or frozen meal based on their individual needs. The seven-frozen meals, which may be used for lunch or dinner, are delivered once a week to homebound seniors unable to cook or shop for themselves. The meals provided represent one third of the daily-recommended dietary allowances for adults, and the preparation is overseen by a Registered Dietician. Through the NFS program, the seniors are provided with a nutritious meal, enjoyable social atmosphere, regular nutrition education, quality food and quality service.

As the cost of living increases and government safety net programs weaken, the demand for emergency food continues to climb. In response to the growing number of residents who cannot afford well-balanced meals for themselves and their families, the CAPSBC Food Bank was established in 1984 with the goal of reducing hunger and malnutrition, and raising the nutritional level of low-income persons enabling them to live healthier lives.

CAPSBC Food Bank has distributed over 5 million pounds of food from USDA commodities



*"CAPSBC helps raise nutrition awareness and reduce hunger and food insecurity by maintaining a countywide food distribution network; and increasing access to nutritious and affordable food to promote better nutritional health and food stability."*

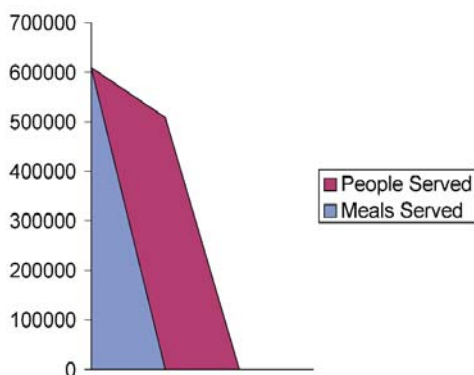
## Fast Facts

### Number of People Who Received Food Assistance Through CAPSBC

USDA Sites	426,490
Salvaged Food Sites	530,191

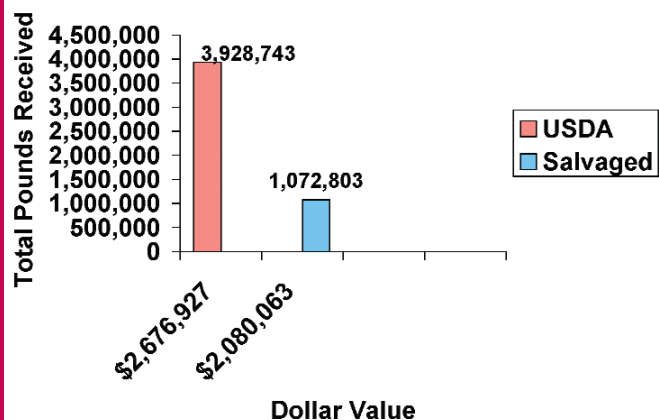
### Soup Kitchens

Number of Meals Served	609,505
Number of People Served	508,499



### Food Received for CAPSBC Food Distributions

Source	Pounds	Dollar Value
USDA	3,928,743	\$2,676,927
Salvaged	1,072,803	2,080,063
<b>TOTAL</b>	<b>5,001,546</b>	<b>\$4,756,990</b>



and surplus food, valued at approximately \$5 million dollars, benefiting almost one million low-income households and individuals. This supplemental food is distributed through more than 179 public and charitable organizations. CAPSBC Food Bank also provides supplemental food to 20 soup kitchens that serve 1,700 hot meals daily.



One of the Food Bank's distribution sites

Volunteers are critical to our countywide food distribution network and in providing meals to our senior clients. CAPSBC NFS Program and Food Bank utilized a network of over 1,000 volunteers. It is through their unselfish volunteering that we maintain our operation. Every year over 65,000 volunteer hours with an estimated value of \$450,000 benefit our programs and the people that we serve.

CAPSBC also participates in various advocacy campaigns on behalf of the poor. In May 2004, CAPSBC staff joined the Hunger Action Day rally in Sacramento. The California Hunger Action Coalition brought together people from various agencies across the State to rally against the proposed cuts to programs that serve the socially and



CAPSBC Staff supports Hunger Action Day Rally in Sacramento

economically disadvantaged and to lobby legislators on behalf of bills supporting the food stamp program and school breakfast programs.

# Energy Conservation and Assistance

The average American family pays approximately 5% of its income towards energy bills while a low-income family typically pays more than 20% of its income toward energy bills. Community Action Partnership of San Bernardino County (CAPSBC) has been implementing the Energy Conservation and Weatherization Program for the low-income residents of San Bernardino County since April 1978. This program helps reduce energy costs for qualified low-income households by increasing the energy efficiency of their homes, ensuring their health and safety, and conducting energy education workshops. The workshops aim to educate the clients on how to conserve gas, electricity and water.



HEAP Energy Education Workshop

Weatherization services are cost-effective energy efficiency measures for existing single and multi-family housing with low-income residents. Installation of energy efficient conservation measures such as attic insulation, water heater blankets, carbon monoxide detectors, caulking and weather stripping are conducted. Staff test refrigerators, and lighting fixtures for efficiency and replace those that are inefficient. Weatherization reduces average annual energy costs by \$218 per household, at current prices. CAPSBC also does appliance installations for utility companies and the State. These appliances consist of Energy Star Compliant refrigerators, furnaces, evaporative coolers to name a few.

Everyday, weatherization helps low-income families

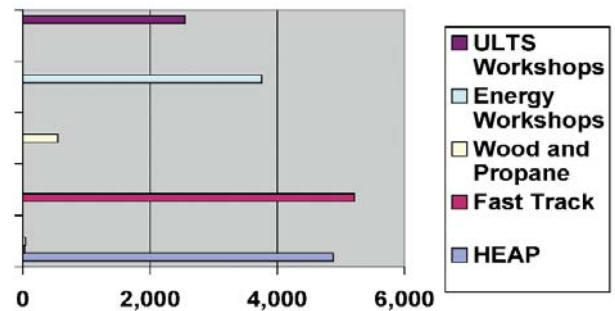
## Fast Facts

The CAPSBC Weatherization program continues to be one of the top performers in the State of California:

### Households Served from July 1, 2003-June 2004

HEAP	4,879
Fast Track	5,209
Wood and Propane	549
Energy Education Workshops	3,756
Universal Lifeline Telephone Service (ULTS) Educational Workshops	2,550

### Total Households Served



### Total Weatherization and Appliances Completed and Installed

Weatherization	4,359
Space Heating	349
Water Heaters	84
Compact Fluorescent	3,660
Outdoor Light Fixtures	161
Microwave Ovens	95
Refrigerators	3,073
Ranges	62
Evaporative Coolers	272
Window/Wall Air Conditioners	46



*"CAPSBC provides diverse services to the low-income community through various weatherization and energy conservation measures, making homes more comfortable, healthful and safe."*



*Weatherization Crew installing swamp cooler*

conserve energy, save money, and improve their living conditions. The elderly and disabled make up a large percentage of the 12,000 residents served annually by CAPSBC's weatherization program. Numerous trips are made to the outlying areas of San Bernardino County such as Yermo, Red Mountain, Hinkley, Trona and Needles, Big Bear, Morongo Basin, etc. to serve the hard to reach with utility assistance as well as weatherization measures and energy efficient appliances.

From 2000 to present, CAPSBC has been conducting lead-based paint hazard inspections/risk assessments for the Economic and Community Development Department of San Bernardino County. This year, CAPSBC started a new partner-



*Weatherization Crew loading refrigerators to be installed in low income homes.*

"Two weatherization crews came to "weatherize" my house and I am now one happy person. I am not looking forward to another cold and freezing winter in this old house, especially without adequate heating and almost no insulation. Thank you very much for this kind of program. My health has improved a lot and I feel very comfortable even if my house is old."

-Pat Brock, Morongo Valley

"Thank you for your generous credit on my gas heating bill. My winter will be much warmer. Your concern about my water heater is appreciated. God bless your services."

-Donna R. Dilday, Big Bear

"Thank you very much for replacing my water heater in May. I appreciated the men working so late to complete the task...

Thank you for your assistance for low-income seniors. I never thought I would be in that situation."

-Pricilla Kent, Big Bear

"My family and I have suffered in the desert heat without ice and cold drinks because our refrigerator was too small and old to provide them... Each morning, I offer up prayers in thanksgiving for this wonderful gift and the miracle it represents for me and my family; a gift given by all of you."

-Torraine Heaver, High Desert

ship with the Department of Public Health of San Bernardino County to expand its lead abatement activities. The purpose of the lead abatement program is to make homes healthier by removing potentially dangerous lead from homes with children six years and younger.

CAPSBC has also entered the world of advanced technology with GPS Comet Tracking. This system provides the opportunity to capture vehicle location, automatically know when a crew has arrived/departed a job and to easily capture real time truck inventory used per job. With this system comes a more efficient use of time and resources to better serve more clients in need.

# Skills Training and Employment

*"CAPSBC believes that skills development tied to labor market needs are key elements in fighting poverty. CAPSBC ensures that individuals placed keep their jobs, and develops opportunities through job progression and better paying jobs leading to self-sufficiency."*

Community Action Partnership of San Bernardino is committed to providing low-income clients the opportunity to acquire on-the-job skills while performing community service and completing work requirements for the Food Stamp Program. Many of our clients have used the programs offered to secure and retain meaningful employment, attend school and engage in other activities promoting the goal of self-sufficiency.

Through the Food Stamp Employment and Training (FSET) Program, over 900 clients from eighty-five work sites were provided with various assistance which include: case management, supportive counseling, employment counseling, job readiness training, pre-employment training, support services, job placement, post employment training services and long-term job retention services. The FSET program is available to able-bodied adults without dependents (ABAWD's) and allows them to retain their food stamp benefits while completing 21 hours of job training.

CAPSBC's Family Development Program partnered with the San Bernardino Valley College (SBVC) to provide educational and vocational



Warehouse training at San Bernardino Valley College

training to case-managed homeless clients. An average of 15 clients per month were provided training to obtain a food handlers certificate. Several clients also completed a course and received certification in warehousing and forklift operation. Over 30 clients have completed the

Warehouse Operations Course and found employment with companies like Fed Ex, Kohl's, Sketchers, and others.

The partnerships between CAPSBC and the Foster Assessments program that began in 2002 helps to assess clients and find out their interest, life situations and career choices. Approximately 120 clients have been provided with free screening for basic skills and employability through this program which clients used to set their individual goals.

All clients are required to attend the Job Readiness and Orientation Workshop to prepare them for the skills needed in job searching, interviewing, resume writing, application completion and personal presentation techniques.

CAPSBC is a mandated partner with the local Workforce Investment Board and is actively involved in various locations of Employment Resource Centers thereby providing opportunity to clients to receive multiple services at one location. CAPSBC also works with the San Bernardino County Jobs and Employment Services Department (JESD), Department of Aging and Adult Services (DAAS), San Bernardino Employment and Training Agency (SBETA), and other organizations in the coordination of employment and training activities.



David while taking warehouse class

In February of 2003, David Jones came to CAPSBC indicating that he was in need of finding a full time job. With limited job skills, he was first assigned to work in the CAPSBC Food Bank. After a few months of training, he enrolled in the San Bernardino Valley College Warehouse and Forklift Class as a financial aid student. He

attended classes from 8:00 a.m. to noon, Monday to Friday for eight weeks. CAPSBC provided him with bus to attend his classes.

David is a hardworking and dedicated student. He graduated in March, 2004, receiving certificates in warehousing and forklift operation. After graduation, David was hired by the CAPSBC NFS Warehouse as a regular paid employee. He continues to be employed and is now self-sufficient, no longer reliant upon assistance programs.



# Homeless Advocacy and Intervention

*CAPSBC believes the key elements to eradicating homelessness involves advocacy through establishing collaborations and partnerships with community leaders and organizations and seeking effective solutions through resource identification and strategic planning.*

*I*n 2001, the U.S. Department of Housing and Urban Development (HUD) established a goal of eliminating chronic homelessness in ten years.

The Homeless Coalition, a partnership of public and private individuals and organizations, joined efforts to collaborate expertise and resources to reduce the plight of the homeless in San Bernardino County. The vision of the Homeless Coalition is "In ten years, all individuals and families experiencing or about to experience homelessness in San Bernardino County will have access to safe, decent, affordable housing and the resources and supports needed to retain it."

According to the CAPSBC's Homeless Census and Survey report released in July 2003, the homeless population in San Bernardino County ranged between a minimum of 5,270 to as many as 8,351. This community-wide research effort, and the results of the survey will provide the basis for San Bernardino County in the acquisition of additional funding for homeless services, as well as help service providers implement programs that reflect the needs of the homeless population they serve.

In September 2003, CAPSBC convened a follow-up meeting to discuss the next steps to addressing needs identified in the report. The Homeless Policy Council oversees the defined planning for the "Next Steps Task Force." This task force meets to address issues relevant to funding transportation, employment and education, and coordination/tracking and housing.

Each year, for the past 10 years, CAPSBC through the Homeless Coalition implements a Continuum of Care System on behalf of San Bernardino County. This system is instrumental in bringing about \$23 million in funding various programs to assist the homeless. CAPSBC submitted a total of \$8.6 million proposal to the HUD Continuum of Care Homeless Assistance Funding for 2004.

CAPSBC has been conducting the "Homeless Care Faire" for the last six years. This is a one stop-service offering comprehensive services to homeless families and individuals including: health screen-



*Ken walking away after receiving assistance at one of the Homeless Care Faires*

"The Homeless Care Faire in Barstow was a real benefit to me. They linked me up with the necessary services I needed to get things going. I have been homeless ever since moving from Sacramento to San Bernardino. I was able to get a bus ticket to Barstow and after arriving learned about services available to the homeless through Community Action Partnership Homeless Care Faire. I received information on how to start-up my Social Security benefits. At the same time, I was able to get a haircut, clean clothing, shoes, personal hygiene items, and food. I even had my teeth and blood pressured checked."

-Ken Moore

(Ken is now the shelter supervisor at the Barstow Desert Manna Ministries and helps others experiencing emergencies.)

ings, flu shots, HIV testing, employment assistance, I.D. cards, children's services, food, clothing and many others. Two events are held every year to serve the maximum clients - one in San Bernardino and the other in the High Desert to serve the homeless population of Barstow, Victorville, Baker, Trona, Hesperia and Apple Valley. In 2003, over 3,000 homeless families and individuals are provided with direct services through these events.

CAPSBC also ensures that the low-income and homeless people own a stake in their community. Through CAPSBC Homeless Coalition, strong linkages and partnerships with community agencies have been established to advocate and work on reducing poverty and ensure that homeless issues are addressed.

# Asset Building

*"CAPSBC believes in an asset building strategy that emphasizes the need to equip low-income families and individuals with the resources and tools towards self-sufficiency."*

**C**APSBC is committed to engaging its clients in the goal of increasing assets and wealth building skills.

To achieve this goal, CAPSBC is spearheading a "high impact" program called the Inland Empire Individual Development Account (IEIDA) Program through the availability of asset accumulation. Community Action Partnerships of San Bernardino and Riverside Counties are implementing the first IDA program between two community action agencies in the nation. Program participants earn a match savings of \$2 for each \$1 deposited into their individual savings to be used to realize one of three asset goals: complete education or vocational training, own a home or start a small business.

The IDA program will broaden anti-poverty efforts through increased working relationships with other service providers. The participants will acquire new skills in the areas of budgeting, money management, debt consolidation, and other valuable life skills. Low-income families will receive benefits in terms of developing a savings plan that will also be passed on to their children. The IDA program will provide a financial benefit that many clients thought was impossible and the impact upon the family will increase one's self-esteem, and the ability to succeed at a defined goal.

Qualifying participants are Temporary Assistance to Needy Families (TANF) eligible; Earned Income Tax Credit (EITC) eligible and meet up to 200% of the HHS poverty level. Participants must commit to a self-development program that extends from two to three years.

All participants are required to attend educational workshops that provide training in budgeting, money management, debt consolidation and other valuable life skills essential for long-term success.

To implement the IEIDA program, CAPSBC has partnered with numerous community, financial, and faith-based organizations including: First 5 San Bernardino, Citibank, Washington Mutual, Diocese of San Bernardino, San Bernardino County Jobs and

Employment Services Department, Neighborhood Housing Services of the Inland Empire, Union Bank of California, Springboard Consumer Credit Counseling, Inland County Legal Services, New Hope Missionary Baptist Church, Ecclesia Christian Fellowship and the Inland Empire Women's Business Center.

CAPSBC's IDA goal is to open 75 new asset-building accounts during the three year funding cycle. The program goals are to assist saving participants to plan and save for long-term asset building; assist savings participants to become economically self-sufficient, no longer requiring public assistance; and to produce permanent, measurable results that will reduce the incidence of poverty in the community.

IEIDA Program is part of a new and innovative approach to combating poverty that focuses not just on meeting the most immediate needs of low income families, but also on the long-term benefits of helping working poor families acquire a modest but decisive stake in their communities.

CAPSBC believes that asset building is a gateway to economic self-sufficiency and that the IDA program provides multiple benefits for program participants; in addition to actually purchasing an asset, participants learn important skills that will help them throughout their lives.



*Two sisters begin a joint venture through the IDA program*



# Poverty in San Bernardino County

(based on 2000 US Census)

**1,709,439**

Total population, a 20.5% increase from the 1990 Census

**263,412**

The number of individuals living in poverty or 15.8% of the entire population,  
A 24.4% increase in the percent from the 1990 Census.

**60%**

Of the general population is comprised of persons between the  
ages of 18 and 64 years

**54.3%**

The percentage of females living below the poverty level

**45.7%**

The percentage of males living below the poverty level

**51,186**

The number of families living below the poverty level,  
which was 40% higher during the 1990 Census

**23.5%**

Of all children under the age of 5 years living in poverty  
This was a 23% increase since the 1990 Census

**5,270**

The minimum number of homeless (unduplicated) persons to as many as  
8,351 were counted during the survey conducted in November 2002

**6.8%**

Of the population or 129,217 are receiving food stamps as of January 2004

**71,671**

Women, Infants and Children Program (WIC) clients; 36,307 were children  
(age 1-5 years); 18,292 were infants (age less than 1 year); and 17,072 were women.

**14.1%**

Of the population received cash benefits as of January 2003

\* Of the 58 counties in California, San Bernardino County ranked 25th in percent of persons below the poverty level during the 2000 Census. During the 1990 Census, San Bernardino County ranked 31st in the same measure.

# San Bernardino County 2003 Homeless Census and Survey



*The face of homelessness in the United States is changing, and includes increasing numbers of women and families with children. The homeless population of San Bernardino County is diverse, representing a range of racial/ethnic groups, ages, and family compositions.*

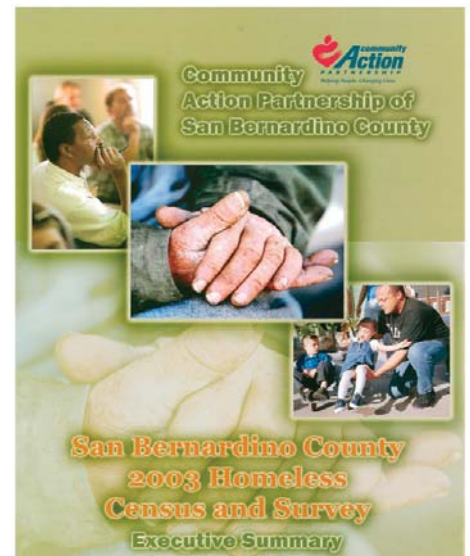
## Special Projects

Most Americans believe that homelessness is a new phenomenon caused by downturn in the economy. The truth is that homelessness is not new. Throughout history, society has been confronted by the problem of homelessness through beggars, the dependent poor, the unemployed, and the unemployable. The economic landscape of the United States and the State of California has changed dramatically due to increasing unemployment rate and poverty.

In an effort to generate a valid qualitative and quantitative data regarding the issue of homelessness in San Bernardino County, the Community Action Partnership of San Bernardino County (CAPSBC) through Applied Survey Research (ASR) conducted the comprehensive and systematic Homeless Census and Survey of San Bernardino County. The goals of this study are: 1) to conduct the first comprehensive homeless census ever conducted in San Bernardino County, and generate a qualitative data regarding the number of County residents who are homeless at any given point and time as well as those who experience homelessness annually; and 2) to conduct a comprehensive survey of geographically representative sample of homeless residents to determine the health and housing needs of this community.

Logistically, it is impossible to count all the people experiencing homelessness at any point in time. The survey utilized a two-fold methodology that includes a peer-oriented, point-in-time count of street and sheltered homeless; and a comprehensive one-on-one interview that was conducted with 1,723 homeless San Bernardino residents to shed some light on who the homeless are, what caused their homelessness, what it is like to experience homelessness, and what services they need in order to transition to permanent housing. All of the research activities were community inclusive and relied heavily on homeless residents and service providers in the data collection phase.

The result of the study showed that despite the effort of countless service providers, San Bernardino continues to struggle and face the challenges with the growing problem of homelessness. With unemployment cited as the greatest cause of homelessness, job training and placement as the services most needed, it is clear that economic issues are paramount.



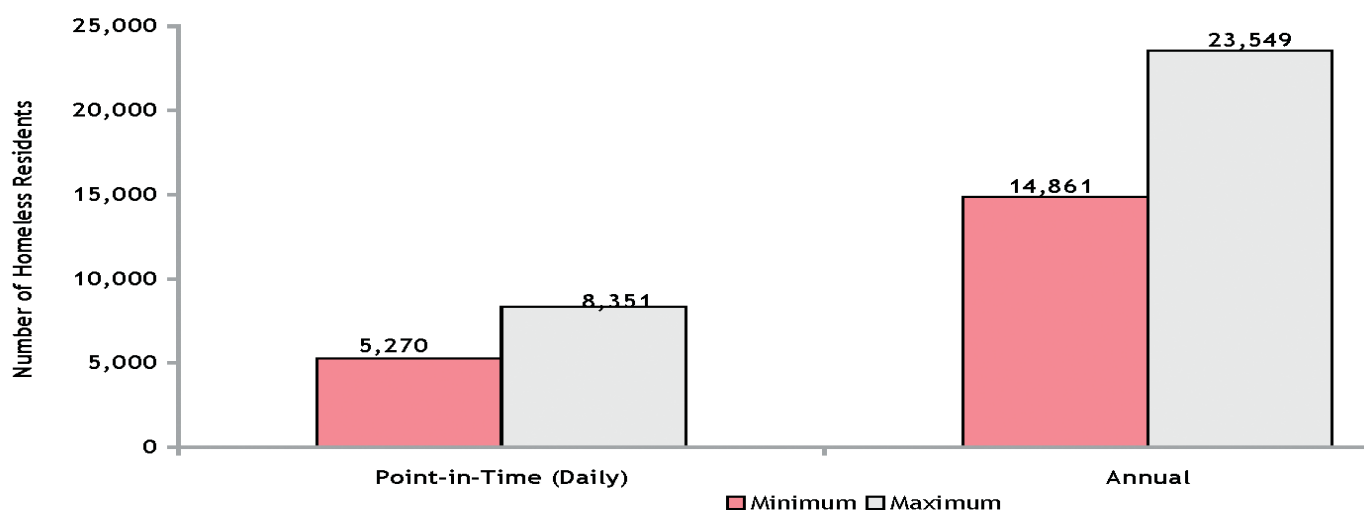


## How many people are homeless?

The estimated point in time (daily) number of homeless residents in San Bernardino County in 2002 ranged between a minimum of 5,270 persons to as many as 8,351 persons. Survey data regarding the average length of homelessness indicates that the homeless population renews itself approximately 2.82 times during every year, or stated differently, that between 14,861 and 23,549 unduplicated San Bernardino County residents experience homelessness in a given year. This range represents between 0.8% and 1.3% of the County's total population.

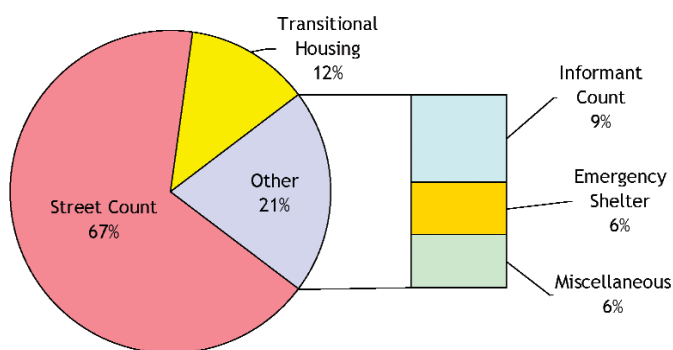
### Estimated Point-in-Time (Daily) and Annual Range of Homeless Residents in San Bernardino County, 2002

Most homeless counted in the census (67%) were observed during the street count. Additionally, many homeless (12%) were counted in transitional housing facilities and fewer (6%) were counted in



emergency shelters. Overall, less than one-fifth of those counted were counted in shelter and transitional housing facilities. Further, many groups were likely to have been undercounted, including those who live in automobiles, vans, converted garages, and other structures not intended for human habitation.

### Percentage of San Bernardino County Homeless Residents Counted by Census Category (n=5,270)



More than two-thirds of homeless counted in the enumeration were individuals, most of which (73%) were individual adult males. Nearly 900 homeless adult women were counted in the enumeration, comprising nearly 25% of all homeless individuals counted. Further, 116 unaccompanied children under the age of 18 years were also counted in the enumeration. More than 300 homeless families were counted, representing 1,118 homeless family members and 21% of all homeless persons counted. Overall, including individuals and families, a total of 737 homeless children under 18 years old were counted, representing 14% of all homeless persons counted.

## Gift of Sight



Children are seeing clearly for the first time. Over 700 children received free eye screening and free eyeglasses through the "Gift of Sight" project, a collaboration between CAPSBC, LensCrafters Foundation and the Los Angeles Eye Institute.

The children, ranging in age from 5 to 21, came from low-income families whose parents could not afford vision insurance.

## Community Gardening

CAPSBC received a Community Food and Nutrition Program grant to assist two vital community garden projects located in targeted poverty areas of San Bernardino. A total of 59 mothers participated in the nutrition and container gardening classes held at Monterey and Riley Elementary Schools.

Participants were provided with gardening supplies, plants and other tools to start up the garden. The low-income participants learned how to grow, cultivate and prepare meals with produce grown from the gardens. As part of the project, the mothers in turn will pass on the skills with their peers for a multiplier effect.



## Children's Christmas Celebration



Every year for the past 14 years, CAPSBC has been bringing Christmas cheers to disadvantaged children aged 2-17, through a Children's Christmas Party in San Bernardino and High Desert areas.

For 2003, about 790 children were provided with toys, food, games, entertainment and a visit from Santa Claus.



## "War on Poverty" 40th Anniversary

CAPSBC celebrated the 40th Anniversary of the Economic Opportunity Act and the Civil Rights Act (CRA) on May 22, 2004 at the Arrowhead Credit Union Stadium in San Bernardino.

To commemorate this historic accomplishment, three events were held: Family Faire where agencies whose roots originated out of community action came together to showcase their services; Symposium on 'Poverty in the 21st Century', composed of local and government officials to present a future vision for the low-income and outline strategic goals for both San Bernardino and Riverside counties; and a free baseball game between the Inland 66er's and the Lancaster JetHawks.



## Homeless Care Faire



CAPSBC has reached out to the homeless community for the last six years through its annual "Homeless Care Faire," a holistic one-stop service benefiting over 2,000 homeless families, children and individuals with critically needed services. The Care Faire is coordinated through partnerships with community-based and faith-based organizations, local businesses, schools, etc. to provide a comprehensive range of services which includes: HIV testing, haircuts, I.D. , employment opportunities, immunizations, dental and health screenings, eyeglasses, flu shots, and many others. Participants were also provided with hygiene kits, food and clothing.

## Mervyn's Community Closet

For the last three years, CAPSBC has coordinated a self-improvement project called, the California Community Closet, a 53-foot mobile store on wheels that tour the San Bernardino area. This project aims to provide career apparel to approximately 20 low-income case managed women re-entering the job market. The participants were assisted by professional stylists in selecting brand new clothing and offered advice on dressing for success. The makeover provide the clients with renewed confidence and the ability to open doors for possible leads.



# Financial Report

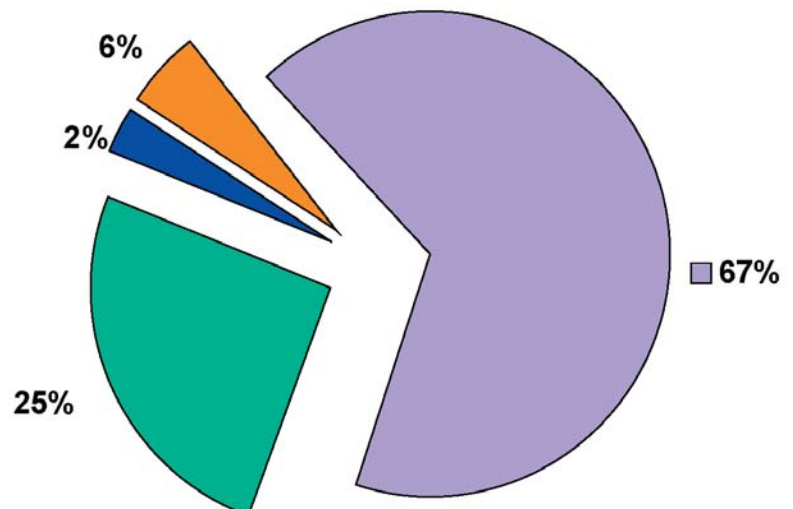
## Community Action Partnership of San Bernardino County Combining Schedule of Assets, Liabilities and Fund Balances June 30, 2004

	State CSD CSBG	Senior Nutrition	Food Stamp Employment Training	Energy Conservation	Food Bank	Administrative Support	Total Funds	Adjustments to Statement of Net Assets	Statement of Net Assets
<b>ASSETS</b>									
Cash	\$ 353,229	\$ 238,406	\$ 72,619	\$ 842,842	\$ 75,465	\$ 803,168	\$ 2,385,729	\$ -	\$ 2,385,729
Stores inventory	-	20,995	-	540,135	-	-	561,130	-	561,130
Commodities	-	-	-	-	-	-	-	495,240	495,240
Interfund receivables	342,747	124,096	8,611	6,436	11,927	646,147	1,139,964	(1,139,964)	-
Grants receivable - federal	206,814	29,583	59,562	315,342	88,250	-	699,551	-	699,551
Grants receivable - nonfederal	48,312	13,600	186	608,847	14,786	-	685,731	-	685,731
Other current assets	19,981	24,981	10,241	56,169	-	57,620	168,992	-	168,992
Property and equipment, net	-	-	-	-	-	-	-	1,892,539	1,892,539
<b>Total assets</b>	<b>\$ 971,083</b>	<b>\$ 451,661</b>	<b>\$ 151,219</b>	<b>\$ 2,369,771</b>	<b>\$ 190,428</b>	<b>\$ 1,506,935</b>	<b>\$ 5,641,097</b>	<b>\$ 1,247,815</b>	<b>\$ 6,888,912</b>
<b>LIABILITIES AND FUND BALANCES</b>									
<b>Liabilities:</b>									
Accounts payable	\$ 56,591	\$ 69,256	\$ 13,240	\$ 181,293	\$ 352	\$ 2,098	\$ 322,830	\$ -	\$ 322,830
Accrued payroll	47,475	73,728	13,628	48,313	-	-	183,144	-	183,144
Interfund payables	214,871	215,966	32,314	170,756	200,838	305,219	1,139,964	(1,139,964)	-
Grants payable/deferrals	728,938	-	97,266	-	5,000	-	831,204	-	831,204
Government owned property and equipment	-	-	-	-	-	-	-	1,554,812	1,554,812
<b>Total liabilities</b>	<b>1,047,875</b>	<b>358,950</b>	<b>156,448</b>	<b>400,362</b>	<b>206,190</b>	<b>307,317</b>	<b>2,477,142</b>	<b>414,848</b>	<b>2,891,990</b>
<b>Fund balances:</b>									
Unrestricted	(76,792)	92,711	(5,229)	1,969,409	(15,762)	1,199,618	3,163,955	832,967	3,996,922
<b>Total fund balances</b>	<b>(76,792)</b>	<b>92,711</b>	<b>(5,229)</b>	<b>1,969,409</b>	<b>(15,762)</b>	<b>1,199,618</b>	<b>3,163,955</b>	<b>832,967</b>	<b>3,996,922</b>
<b>Total liabilities and fund balances</b>	<b>\$ 971,083</b>	<b>\$ 451,661</b>	<b>\$ 151,219</b>	<b>\$ 2,369,771</b>	<b>\$ 190,428</b>	<b>\$ 1,506,935</b>	<b>\$ 5,641,097</b>	<b>\$ 1,247,815</b>	<b>\$ 6,888,912</b>

\*\* Copies of Audited Financial Statements with accompanying notes are on file at CAPSBC's Fiscal Division.

## Source of Funding

Local Assistance	\$3,663,760
Donations	\$311,093
Federal Assistance	\$9,865,700
Other	\$868,020

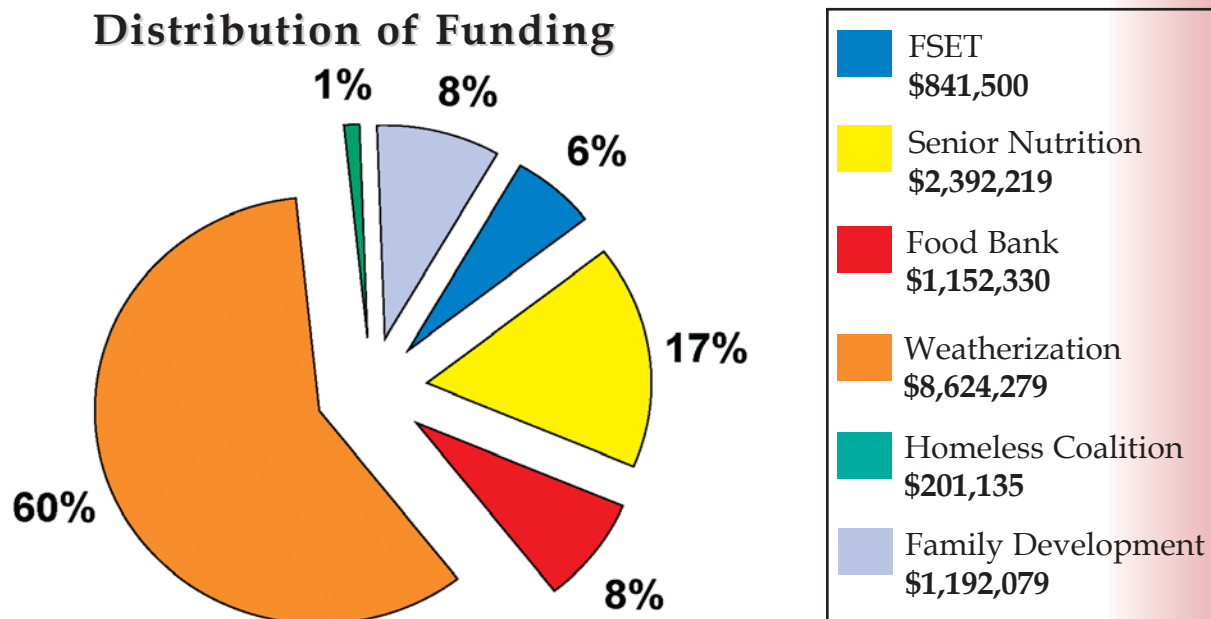




# For Fiscal Year Ending June 2004

## Community Action Partnership of San Bernardino County Combining Schedule of Revenues, Support and Expenses by Fund For the year ended June 30, 2004

	State CSD CSBG	Senior Nutrition	Food Stamp Employment Training	Energy Conservation	Food Bank	Administrative Support	Total Funds	Adjustments to Statement of Activities	Statement of Activities
<b>REVENUES AND SUPPORT</b>									
Grant revenues:									
Federal assistance	\$ 2,953,348	\$ 1,179,763	\$ 596,308	\$ 2,518,143	\$ 165,832	\$ -	\$ 7,413,394	\$ 2,452,306	\$ 9,865,700
State/Local assistance	171,805	34,157	-	3,443,012	14,786	-	3,663,760	-	3,663,760
Program income/support:									
Interest	315	153	93	595	67	1,253	2,476	-	2,476
Donations	-	3,136	-	-	-	-	3,136	-	3,136
Meal donations	-	307,957	-	-	-	-	307,957	-	307,957
Other	72,388	403,184	-	18,280	4,004	367,688	865,544	-	865,544
Total revenues and support	3,197,856	1,928,350	596,401	5,980,030	184,689	368,941	12,256,267	2,452,306	14,708,573
<b>EXPENSES</b>									
Salaries and wages	1,189,477	548,306	251,604	2,224,863	82,053	-	4,296,303	-	4,296,303
Fringe benefits	397,420	301,327	90,189	876,917	36,782	63,155	1,765,790	-	1,765,790
Contracted services	126,137	87,532	94,229	524,679	5,136	1,117	838,830	-	838,830
Travel costs	15,049	-	77,868	25,432	-	-	118,349	-	118,349
Space costs	177,197	48,949	36,057	179,938	13,634	150	455,925	-	455,925
Supplies	801,762	18,219	17,435	1,434,837	6,185	7,559	2,285,997	-	2,285,997
Food costs	-	643,169	-	-	-	-	643,169	2,457,802	3,100,971
Depreciation	-	-	-	-	-	-	-	65,347	65,347
Other	535,404	98,208	28,611	171,270	45,962	6,350	885,805	-	885,805
<b>Capital outlay</b>									
Equipment costs	52,062	89,929	4,697	139,417	(2,740)	789	284,154	(6,627)	277,527
Total expenses	3,294,508	1,835,639	600,690	5,577,353	187,012	79,120	11,574,322	2,516,522	14,090,844
Excess (deficiency) of revenues over expenses	(96,652)	92,711	(4,289)	402,677	(2,323)	289,821	681,945	(64,216)	617,729
<b>OTHER FINANCING SOURCES (USES)</b>									
Transfer in	12,649	-	-	-	-	51,110	63,759	(63,759)	-
Transfer out	-	-	(12,649)	(51,110)	-	-	(63,759)	63,759	-
Total other financing sources (uses)	12,649	-	(12,649)	(51,110)	-	51,110	-	-	-
Increase (decrease) in fund balance	(84,003)	92,711	(16,938)	351,567	(2,323)	340,931	681,945	(64,216)	617,729
Fund balances at beginning of year, as previously reported	7,211	-	11,709	1,617,842	(13,439)	858,687	2,482,010	1,372,495	3,854,505
Prior period adjustment	-	-	-	-	-	-	-	(475,312)	(475,312)
Fund balances at beginning of year, restated	7,211	-	11,709	1,617,842	(13,439)	858,687	2,482,010	897,183	3,379,193
Fund balances at end of year	\$ (76,792)	\$ 92,711	\$ (5,229)	\$ 1,969,409	\$ (15,762)	\$ 1,199,618	\$ 3,163,955	\$ 832,967	\$ 3,996,922



# The CAPSBC Team

## Administration and Support Divisions

### Administration



Provides administrative direction and support for the overall implementation and monitoring of CAPSBC programs and services.  
(909) 891-3863

### Fiscal Division

Establishes and maintains effective internal control and compliance with the required laws, regulations, contracts and grants applicable to Community Action Partnership of San Bernardino County's (CAPSBC) programs, as well as handling all accounting duties involved.  
(909) 891-3869



### Operations Division



Provides human resources support to the divisions of CAPSBC, and the supervision of CAPSBC programs.  
(909) 891-3880

## CAPSBC Programs and Services

### Family Development

Provides holistic case management to homeless families, a transitional housing program, and emergency services such as rent assistance, food vouchers, gasoline vouchers, bus tickets, etc. to low-income persons.  
(909) 891-3950





# "Living the Promise"

## **Food Stamp Employment Training**

Provides training for able bodied adults without dependents who are receiving food stamps to become self-sufficient.  
(909) 891-3765



## **Food Bank**

Provides food for low-income residents throughout San Bernardino County through government surplus commodity distributions and salvage food agencies.  
(909) 386-5011

## **Nutrition for Seniors**

Provides no-cost nutritionally balanced meals for residents age 60 and older, in congregate dining rooms, or by home delivery.  
(909) 891-3936



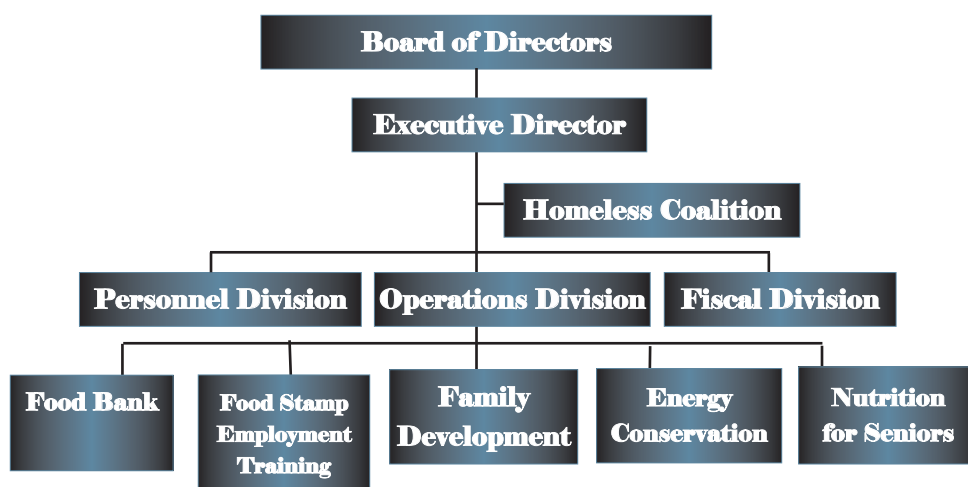
## **Energy Conservation/ Weatherization**

Provides weatherization energy conservation and lead abatement assistance to eligible low-income residents, processes applications for rebates on home utilities through the Home Energy Assistance Program (HEAP), including wood and propane.  
(909) 885-1219/(800) 635-4618

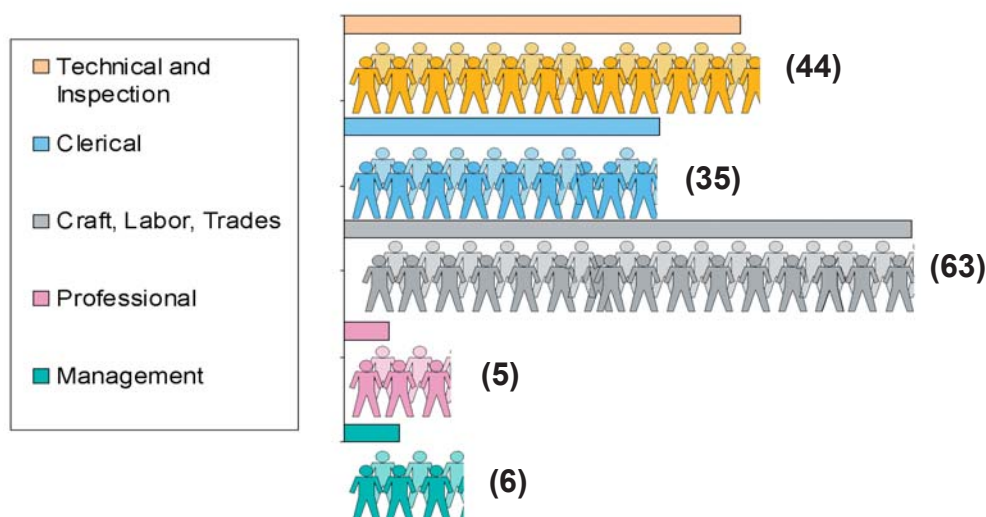


# CAPSBC's Structure and Composition

## Organizational Structure



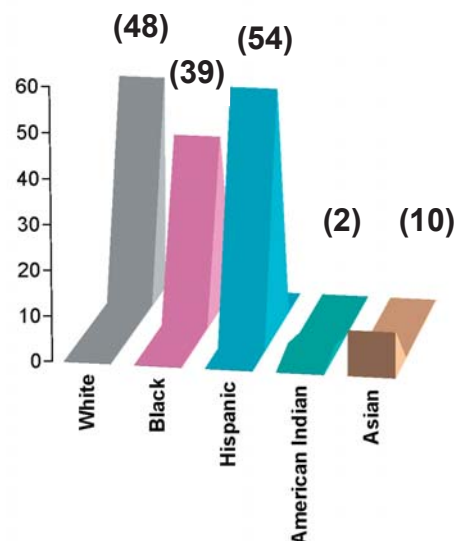
## Employee Profiles by Job Categories



By the nature of services CAPSBC provides, the majority of employees belong to Craft, Labor and Trades which includes weatherization crews, quality control technicians, drivers, cooks, food service delivery persons and warehouse helpers.

## By Ethnicity

As an Equal Opportunity Employer, CAPSBC does not discriminate based on age, race, color, religion, sex, or national origin and persons with disabilities. CAPSBC adheres to a policy of equal opportunity for all in employment, training, promotion, retention, and benefits, consistent with federal and state regulations and CAPSBC Board Policy.





# Acknowledgements

CAPSBC would like to acknowledge and thank those who have supported our programs and have partnered with us in providing services to the low-income residents of San Bernardino County:

## Funding Partners

Arrowhead Credit Union  
Bear Valley Electric Service  
California/Nevada Community Action Partnership  
California Wellness Foundation  
Children's Fund  
Children's Network  
Citibank  
City of Hesperia  
City of Ontario  
City of San Bernardino  
City of Victorville  
Diocese of San Bernardino  
Fannie Mae Foundation  
First 5 San Bernardino  
Housing Authority of San Bernardino County  
Johnson & Johnson  
JonBec/Yucaipa Adult Day Center  
Office of Community Development  
Mt. Baldy United Way  
Richard Heath and Associates, Inc.  
SBC Department of Aging and Adult Services

SBC Department of Behavioral Health  
SBC Department of Children's Services  
SBC County Department of Veterans Affairs  
SB Department of Public Health  
SBC Economic and Community Development  
SBC Jobs and Employment Services Department  
SBC Transitional Assistance Department  
San Manuel Band of Mission Indians  
Shelter Partnership  
Sisters of Saint Joseph  
Southern California Edison  
Southern California Gas Company  
Southwest Gas Corporation  
State Department of Community Services and Development  
State Department of Social Services  
The California Endowment  
U.S. Department of Housing and Urban Development  
Walmart  
Washington Mutual

## Media Partners

Colton Courier  
Daily Press  
El Chicano  
Fontana Herald News  
High Desert Dispatch  
Highland Community News  
Inland Empire Hispanic News  
Precinct Reporter  
Redlands Daily Facts  
The Black Voice News  
The Business Press  
The Press Enterprise  
The San Bernardino Sun Newspaper  
Westside Story  
Inland Empire California Television Network (IECTN)  
KCSB - Channel 3  
KVCN - Channel 24


# Acknowledgements

## Community Partners

Adventist Community Team Services (ACTS)	Hope Through Housing Foundation	Provisional Educational Services
Arrowhead Regional Medical Center	House of Ruth	R.E.A.C.H – St. Catherine's Catholic Church
Bethune Center	Inland Aids Project	Redlands Community Hospital
Book of Acts Church	Inland Behavioral & Health Services	Redlands Community Center
Bilingual Family Counseling Services	Inland County Legal Services	Redlands Girls Scout
Boys and Girls Club of San Bernardino	Inland Empire Health Plan	Salvation Army
Catholic Charities	Inland Empire Women's Business Center (IEWBC)	Samaritan's Helping Hand
Cedar House Rehabilitation Center	Inland Temporary Homes	San Bernardino County Department of Children's Services
Central City Lutheran Mission Church of the Valley	Inland Valley Recovery Services	San Bernardino County Sheriff's Department
City Mission of San Bernardino	Investor's Property Services	San Bernardino Employment Training Agency
Clothes N Things	Jericho Outreach, Inc.	Social Action Community Health System (SACHS)
Community Hospital of San Bernardino	Jerry L. Pettis Memorial Veterans Affairs Medical Center	Solutions Educational Enrichment Center
Cornerstone Compassion Center	J.C. Davis Enterprises	Somebody Cares Southland
Desert Aids Project	Kaiser Permanente Hospital	Springboard Consumer Credit Counseling
Desert Manna	Laidlaw Educational Services	St. Anne's Emergency Assistance
Desert Sanctuary, Inc.	Libreria Del Pueblo	St. John of God
Dino Papavero Senior Center	Los Padrinos	Tender Loving Care
Doves of Big Bear	Mattel Toys	Ten-4 Fontana
Family Services Association	Mary's Mercy Center	The Lord's Table
Faith, Inc.	Morongo Basin Unity Home	The Recovery Center
First Baptist Church of Apple Valley	Moses House Ministries	The Way Station
Fontana Native American Indian Center	Mt Zion Baptist Church	United Way Mt. Baldy
Foothill Family Shelter	Neighborhood Housing Services of the Inland Empire	V.A.R.P., Inc.
Frazee Community Center	New Hope Village	Veronica's Home of Mercy
Greater Victorville EDRC	Oasis Recovery Program	Victor Valley Domestic Violence
Head Start	Oldtimer's Foundation	Victor Valley Rescue Mission
High Desert Community Coalitions	Operation Grace	Victory Outreach
High Desert Domestic Violence	Operation Provider	Westside Community Center
Homeless Outreach Programs & Education	Operation Safe Harbor	Victor Valley Rescue Mission
Home of Neighborly Service	Option House	Victory Outreach
	PAL Center	Westside Community Center
	Peace in the Valley Ministry	
	Preschool Services Department	
	Pomona Inland Valley	
	Council of Churches	
	Priscilla's Helping Hand	



# CAPSBC Board of Directors

ommunity Action Board of CAPSBC has a "tripartite" board structure consisting of: public officials, private sector and low-income representatives. The Board is responsible for the overall governance of all CAPSBC programs. Each sector has five members:

## Directors

**Michael Gallo**, Chairman  
Private Representative  
President & Chief Operating Officer  
Kelly Space & Technology, Inc

**Dr. Robin Calote**, 1st Vice Chair  
Private Representative  
Vice President of Instruction  
San Bernardino Valley College

**Eladio "Eddie" U. Garcia**, 2nd Vice  
ChairPublic Representative - District 1  
Retired

**Fred Cordova**, 3rd Vice Chair  
Public Representative - District 5  
Retired

**Bob Brunelle**, 4th Vice Chair  
Representative of the Poor - District 4  
Regional Director  
Special Olympics-San Gabriel Valley Region

**Carmen Hernandez**, Secretary/Treasurer  
Representative of the Poor - District 1  
Supervising Social Services Practitioner  
Department of Children's Services

**Aubrey Ward, Jr.**  
Public Representative - District 2  
Entrepreneur

**Larry Sanchez**  
Public Representative - District 4  
Social Worker II  
Department of Behavioral Health

**Dorothy Grant**  
Representative of the Poor -District 2  
Operates Jessie Turner Community Center

**Nancy Ruth White**  
Representative of the Poor - District 3  
School Teacher  
Redlands Unified School District

**Al Twine**  
Representative of the Poor - District 5  
Retired

**Gregory G. Smyser**  
Private Representative  
Vice President/Branch Manager  
Citizens Business Bank

**Dr. Jean Peacock**  
Private Representative  
Associate Professor of Psychology  
California State University - San Bernardino

**Adrienne Schubert**  
Private Representative  
Vice President and Administrator  
Mary's Mercy Center

## **Vision**

*“Thinking globally, acting locally  
to build healthy communities one family at a time”*

## **Mission**

*“Assisting low-income residents  
of San Bernardino County in achieving self-sufficiency”*

Community Action Partnership  
of San Bernardino County

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